



# FAA Intercom

## FAA Fine-tunes Core Compensation Plan

## Hurray! FAA is Y20K



Administrator Jane Garvey has approved several changes to the FAA's Core Compensation pay plan scheduled to go into effect April 23.

The changes delay the implementation of one part of

the plan — the Superior Contribution Increase (SCI) — while expanding the number of employees eligible for the increase. It also grandfathers some provisions of the plan and fixes the amount of initial pay increases for promotions.

These changes do not apply to individuals covered by bargaining units, those in the process of unionizing, or employees in the Office of Research and Acquisition (who are still under the pilot program). However, the Core Compensation plan — including these changes — will serve as the agency's compensation proposal for union negotiations.

In announcing these changes, Garvey said the FAA plans to balance the experience it gains from the ongoing compensation pilot program in Research and Acquisitions with concerns raised by

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Administrator Garvey celebrates with members of the press as the clock strikes midnight.

Photo: Ray Long

In retrospect, it seemed a foregone conclusion.

Thousands of passengers flying on New Year's Eve could breathe a sigh of relief over the FAA's success in squashing the millennium bug. At times it seemed the toughest battle was reassuring the media, Congress, industry and customers that the FAA had in fact done its job and done it well.

Approximately 10 Y2K-related glitches were reported, including the Notices to Airmen system and Low-Level Windshear Alert System. All were minor and had no impact on safety or efficiency.

Administrator Jane Garvey was flying

over the Mississippi near the Arkansas/Tennessee border when the rollover occurred. She called Secretary of Transportation Rodney Slater and faxed President Clinton with good news: "Aviation has reached the year 2000 and I am pleased to report that the nation's airspace system is up and running safely and efficiently."

Then, using the words Orville and Wilbur Wright wrote in a telegram nearly a century ago after achieving man's first flight, she wrote: "Success (stop) . . . Inform press (stop)."

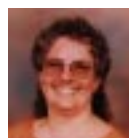
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### In This Issue:

Read about new pay tables for employees, the Challenger Session, changes to the *FAA Intercom*, pilots' views of the FAA, and airline complaints.



Page 3. Garvey meets with industry customers.



Page 8. Read the latest about FAA employees in People section.



Page 9. Ft. Smith tower opens.



Page 11. NPR polls pilots about FAA performance.



## News in Brief

### New Pay Tables Released

The Office of Personal Management lists the new pay tables for federal employees on its Web site at [www.opm.gov](http://www.opm.gov). The pay raises in the tables will be effective the first full pay period this month.

After accessing the site, scroll down to "What's New," and click on "2000 Federal Employees Pay Tables," then click on "General Schedule and Locality Pay Tables."

### Voluntary Leave Transfer Program Expanded

Employees may now donate their sick leave to participants in the Voluntary Leave Transfer Program.

Administrator Jane Garvey approved an expansion of the old program, which allowed only vacation leave to be donated. If sick leave is donated, the balance of the donor's sick leave must remain at a minimum of 240 hours after the donation.

Union employees other than those represented by the National Air Traffic Controllers Association (NATCA) are not covered by this change until their union negotiates its contract. NATCA already has negotiated this change for its employees.

For more information, contact Sandee Lewis-Haskell at (202) 267-9604.

### Boeing 777 Engine Generators Face Inspection

Operators of Boeing 777-200 and -300 airplanes need to inspect and replace backup generators found to have sheared shafts.

Operators had two weeks to comply with the agency's Airworthiness Directive, which affects three engine types on the Boeing aircraft, including the PW4000, GE90 and Rolls Royce Trent 800.



Shutdowns of Boeing 777 backup generators have prompted FAA-mandated inspections.

The AD was prompted by two recent reports of in-flight engine shutdowns caused by a failed backup generator. The FAA is investigating the cause of the failures, including maintenance practices.

There are 233 airplanes in the world-wide fleet affected by the AD, 61 of which are registered in the United States. Operators include American Airlines, Continental Airlines, Delta Air Lines, and United Airlines.

### More Money for Lost Bags

The Department of Transportation has issued a new rule making it less likely that passengers will be left holding the bag on lost or damaged luggage. The rule provides airline passengers with increased compensation in case their baggage is lost, damaged or delivered late.

The rule doubles the minimum limit airlines may set for baggage compensation on domestic flights to \$2,500 from the previous minimum of \$1,250 set in February 1984. The department said it would review the federal Consumer Price Index every two years and adjust this figure if

necessary. The rule, which will become effective 30 days after its publication in the Federal Register, makes final a proposal issued by the DOT last June.

The DOT noted that the major airlines support raising the minimum liability limit for domestic baggage. American Airlines and Midwest Express were cited for voluntarily raising their own minimum liability limits in advance of this rule.

The rule does not apply to baggage compensation on international flights, which is regulated by international agreement.

The text of the baggage rule may be viewed on the Internet at <http://dms.dot.gov>, docket number OST-1996-1340.

### Open Skies for Cargo

Good news for Americans who want to import some orange roughy for the barbie. The United States and Australia today agreed to remove restrictions on all-cargo air services between and beyond their countries.

Under the agreement, the all-cargo airlines of both countries will be able to fly to, from and beyond the other's territory, without restrictions on how often they can fly, the kind of aircraft they use and the prices they charge.



## Working Together to Meet Aerospace Challenges

### Airline Complaints Near Record Level

Consumers filed 3,161 complaints regarding airline service in September, the most complaints in a single month since 3,610 were filed in January 1988. The September figure was 35 percent more than the August 1999 total of 2,347 and more than three times the 1,026 tallied in September 1998, according to statistics in the Air Travel Consumer Report issued monthly by the Department of Transportation.

The number of complaints rose despite the fact that the 10 largest U.S. carriers posted a 79.3 percent on-time arrival record in September, better than August's 76.1 percent mark and July's 71.1 percent mark.

Carriers also seemed to have a better handle on luggage, reporting a mishandled baggage rate of 3.99 reports per 1,000 passengers in September, an improvement over the August rate of 4.94 and better than the September 1998 rate of 4.41.

### Air Access to Hawaii Expanded

The Department of Transportation announced steps to encourage foreign air carriers to provide more service to Hawaii.

Virtually all foreign carriers with the right to serve the United States also may serve Honolulu and Kona, and combine these services with those to other U.S. cities for which they hold authority.

The order also will allow foreign carriers to expand their air cargo services at these airports and provide increased flexibility for these operations.

### Correction

The ARTCC pictured in the page 2 story ("Indianapolis Gets DSR") of the Dec. 21, 1999 issue of *FAA Intercom* was misidentified. The picture shows the Seattle ARTCC.

The FAA made three important commitments to its aviation customers during the 1999 FAA Challenger Session in December.

The agency promised a plan to address flight delays by late spring/early summer. To that end, the FAA is expanding an advisory group that in August made 21 recommendations about how to reduce the number of flight delays. The FAA is requesting input from the expanded group on how to implement the recommendations.

The aviation community also was invited to help the FAA prioritize its programs in the fiscal year 2001 capital budget, and contact congressional representatives about its needs.

Finally, the FAA committed to working with its customers to develop a new, comprehensive business plan that incorporates its vision of the future for aviation and space transportation.

Administrator Jane Garvey, the FAA management board, and 145 aviation representatives attended the session organized by the Office of Policy, Planning, and International Aviation. The office changed the format this year to emphasize

cooperation and in-depth discussion of important issues. Two breakout sessions in which industry groups led by FAA officials discussed safety/security and system efficiency issues resulted in the FAA commitments.

Industry, in turn, made several promises of its own. Delta, United, and Northwest airlines, for instance, agreed to work with the FAA on its three commitments.

The General Aviation Action Coalition will be more project-oriented and volunteered to take on some tasks recommended by Administrator Jane Garvey. This includes building consensus, providing assistance, and indicating areas of cooperation with the FAA.

The aerospace community also pledged to continue providing feedback to the FAA if it sees potential problems in agency programs.

For more information on the meeting, access the Office of Policy, Planning, and International Aviation Web site at <http://api.hq.faa.gov>, and click on Aviation Policy and Plans.



Garvey (right) and Monte Belger, acting deputy administrator, confer with aviation consultant Cindy Zook during a break in the Challenger session.

Photo: Mike Lee



# Taking Account



*Barbara J. Smith, director of the FAA Accountability Board, answers questions about the board's process.*

## **When does the two-day period begin in which the accountable official must report an allegation?**

At the time a manager or supervisor becomes aware of the allegation.

## **How much information will the accountable official be expected to have at the time he/she reports an allegation?**

When reporting an allegation to the board coordinator, the accountable official is expected to provide as much pertinent information as is known when an allegation or incident becomes known to that official, without additional inquiry. At a minimum, the identities of the parties involved, to the extent known, and a general description of the allegation should be reported.

Additional facts will be developed during the course of the management inquiry or security investigation. The purpose for the early reporting is to "start the clock" for the tracking and monitoring that is part of the board process.

## **How much time do first-line supervisors have to notify their supervisors of an allegation or incident?**

Allegations or incidents should be reported to accountable officials immediately after they come to a supervisor's attention. These officials have two days from the time an allegation or incident is first reported to contact the board coordinator.

## **What if no one complained?**

All allegations or incidents of sexual harassment or misconduct must be reported to the Board, even if there is no complaining party.

For example, if pornographic material is left on a common-use computer, or a poster of a sexual nature is posted on a bulletin board, the misconduct must be reported to the board, even if no one complained. The individual who saw the inappropriate material, even if he or she does not find it personally offensive, is obligated to report the matter (preferably to a management official), but is not considered to be a "complaining party."

## **What if the person alleged to be responsible for the behavior is not known?**

All allegations or incidents of sexual harassment or misconduct must be reported to the board, even if no one is accused.

For example, if graffiti of a sexual nature is found on a restroom wall, or an anonymous note or picture of a sexual nature is posted on a bulletin board, they must be reported to the board.

Subsequent investigation might determine the individual(s) responsible and management can take appropriate action. If guilty individuals cannot be identified, the Board may take corrective action, such as advising employees that the incident occurred and warning that such behavior will not be tolerated.

## **Will the Board deal with allegations from third-party individuals, such as facility representatives?**

Yes. All reports of sexual harassment and other misconduct of a sexual nature are under the authority of the board and will be tracked and monitored by the board.

Third-party allegations are handled the same way as other allegations. This does not mean, however, that the individual to whom the incident occurred might be left out of the inquiry process.

## **Should allegations/incidents involving contractors be reported to the board?**

Yes. The reporting requirements are the same. When the accused is a contractor, the appropriate management official must report the allegation to the board and the accused's contracting officer for referral to the contractor's employer. The contracting officer has the right to request feedback on disposition of the matter.

While the board cannot impose its procedures and time requirements on contractors for resolving cases involving their employees, these cases will also be tracked and monitored to ensure timely and appropriate action is taken.

## **Should incidents reported by outside entities (e.g., pilots, airlines) be reported to the board?**

Yes. Again, all reports of sexual harassment and other misconduct of a sexual nature involving FAA employees or occurring in FAA workspaces are under the authority of the board and must be tracked and monitored by the board.



# Core Comp Changes Include Fixed Pay Rise

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employees, and other issues to modify the plan as needed.

"A recent evaluation of the core compensation system by the National Association of Public Administration found the design of the FAA's core compensation system is excellent, but as the association pointed out, the critical factor is not just in the design but in the implementation," Garvey said. "I urge you all to pull together to help make this effort successful," she added.

Changes to the pay plan include:

**Delaying the first SCI pay out.** To make sure fairness and objectivity are used, the agency will take more time for training and practicing implementation of the SCI. The first SCI pay-outs will not occur until December 2001 or January 2002. Funds that would have been spent on the SCI will go towards the pool of funds available for the Organizational Success Increase (OSI).

The OSI is the annual increase to base pay all eligible employees earn when the FAA meets its performance goals.

**Increasing the number of employees eligible to receive the SCI.** The percentage of employees eligible to receive the SCI will be expanded to 20 percent from 15 percent.

Under the current system, less than 1 percent of employees typically receive quality-step increases, which are similar in concept and amount to the SCI.

**Fixing pay increases at 8 percent initially.** Employees receiving promotions to a higher pay band will receive a fixed-pay increase of 8 percent (versus the average of 6.7 percent under the current system), at least for the first year. Under the agency pilot, the Office of Research and Acquisitions has the authority to offer a range of 6 to 15 percent for promotion increases.

Over the next year, the FAA will continue to evaluate the pilot program experience with a view toward moving the rest of the agency toward more flexible promotion increases.

**"Grandfathering" the OSI and SCI.** The agency will "grandfather" employees whose pay rate, as a direct result of conversion to the new pay system, exceeds their new pay-band maximum. This means they will receive OSIs and SCIs as base-pay increases instead of lump-sum payments as originally planned.

**Developing new pay bands for 2000.** The administrator announced new pay bands for 2000 based on recent surveys of the job market. These bands are shown at right and on the Core Compensation Web site at [www.faa.gov/corecomp/](http://www.faa.gov/corecomp/). The pay bands reflect a 4.2 percent average increase, bringing agency pay ranges for this year to levels comparable with the external job market.

For more information, see the Core Comp Web site at the address listed above, or speak with your office representative on the Core Compensation Implementation Team.

2000 Core Plan Pay Bands		
Band	Minimum	Maximum
A	\$ 14,800	\$ 21,500
B	\$ 17,000	\$ 24,700
C	\$ 19,100	\$ 28,700
D	\$ 22,000	\$ 33,000
E	\$ 25,300	\$ 38,000
F	\$ 29,000	\$ 43,500
G	\$ 33,900	\$ 52,500
H	\$ 41,300	\$ 64,000
I	\$ 50,400	\$ 78,100
J	\$ 61,500	\$ 95,300
K	\$ 73,500	\$ 113,900
L	\$ 87,800	\$ 136,100

- Bands have no steps
- Bands do not include locality pay
- Highest pay must be less than Administrator's pay level

## Coming Attractions

A "Compensation Estimator" will be coming soon to a computer near you.

This on-line spreadsheet allows employees to compare their pay under the current system with that under the Core Compensation system on an annual basis and projected five years into the future. The tool enables employees to calculate the potential outcomes of different scenarios and assumptions, including whether they receive an SCI.

Employees also will receive an information sheet from their managers identifying the employee's job category, pay band, within-grade buyout amount, locality pay, and the new annual salary effective on April 23.





## Around the FAA

### AAL



#### **Poe Testifies at Congressional Field Hearing**

Alaskan Regional Administrator Patrick Poe testified before Senator Ted Stevens' (R-Alaska) field hearing on aviation safety and infrastructure in Alaska. Congressman Don Young (R Alaska) participated with Stevens in the hearing.

Regional headquarters reported the two-hour meeting went well and Stevens commended the region for the excellent relationship it has developed with the aviation industry.

Representatives from the National Transportation Safety Board, state of Alaska, and industry also provided testimony.

### ACE



#### **St. Louis Facilities Are Aces in ACE**

The St. Louis Air Traffic Control Tower (ATCT) and Terminal Radar Approach Control (TRACON) facility received the Air Traffic Service Award during a recent ceremony. The awards were the result of full-facility evaluations. The TRACON was rated "commendable" in four areas: operational efficiency, information transfer, management team involvement, and quality assurance review.

The ATCT was recognized for numerous initiatives that increased the safety awareness of controllers and local airport users. It was also recognized for outstanding operational teamwork and management team involvement.



The St. Louis ATCT and TRACON received the Air Traffic Service Award.

Specifically mentioned in the evaluation was the facilities' use of the Electronic Flight Strip Transfer System. The system, developed in the Central Region, enables the tower to provide the TRACON with flight strip information using bar codes that are scanned when an aircraft departs.

### AEA



#### **Airspace Redesign Workshops Planned**

The Eastern Region will hold airspace redesign workshops into February. These workshops, hosted by the Air Traffic Division, are designed to keep the public informed of air route modifications or the development of new air routes in the New York/New Jersey, Connecticut, Delaware and Pennsylvania airspace. The first meeting was in September.

### AGL



#### **Three Cheers for Operation Good Cheer**

Employees from the FAA's East and West Michigan Hubs participated in "Operation Good Cheer." The program gathered and distributed 6,000 gifts to nearly 3,500 needy people, including infants, teenagers and adults with disabilities.

The gifts were airlifted to various parts of the state from 17 airports. Air Traffic specialists supervised more than 100 aircraft operations associated with the program. FAA employees also sponsored participants in the program.

Ten FAA employees volunteered personal time to help, including two pilots who helped distribute gifts.



## AMC



### Web-based Training Available

The FAA Academy offers Web-based training programs. Employees may access the training site at [www.academy.jccbi.gov](http://www.academy.jccbi.gov) to read about more than 250 web-based office automation and information technology courses.

Level and technicality of courses in the library range from basic Windows to advanced programming. FAA and college credits are also available.

Enrollment may be completed on the Web site and courses downloaded and completed at home or on the road.

Contact the FAA Academy help desk at (405) 954-4568 for assistance or further information.

## ANE



### FAA Dedicates Facilities at Bradley Airport

A new air traffic control tower (ATCT) and terminal radar approach control (TRACON) facility were dedicated at Bradley International Airport near Hartford, Conn.

The control tower is responsible for air traffic operations in western Connecticut and western Massachusetts. The two facilities handle more than 400,000 flights annually.

Construction of the ATCT and TRACON was completed in December 1998, and became operational in September. They are equipped with the Automated Radar Terminal System and a state-of-the-art communications system.

Participating in the ribbon-cutting ceremony were Congresswoman Nancy



(From left) Johnson, Johnston and Jeffries prepare to cut the ribbon dedicating new ATC facilities at Bradley International Airport.

Johnson (R-Conn.), Paul Johnston, Bradley Air Traffic manager, and Ken Jeffries, Airway Facilities manager.

## ANM



### Kudos from Flier

A contributing editor to *Flier* magazine recently had some kind words for the Casper Automated Flight Service Station. Michael Sweeney's editorial describes the service he received from two Flight Service specialists during a recent flight.

"Both bent over backwards — without my having to ask — to find me a new route around a blot of bad weather that had settled along my intended route and

threatened to ground me for a day," Sweeney wrote.

But their service didn't end there. After telling his family and friends he was leaving for Oshkosh on a Saturday, Sweeney ended up delaying his departure for a day. Unfortunately, he neglected to tell anyone about the change in plans, so two days elapsed without anyone hearing from him. This concerned his mother-in-law, who got on the phone to the FAA in an attempt to track Sweeney's whereabouts.

The fact that Sweeney had neglected to file a flight plan complicated his mother-in-law's efforts somewhat. But she must have made an impression on someone at the FAA, because when Sweeney called for a weather report the next morning, the Casper Flight Service Station had a personal message for him: "N4834E? Call your mother!" the briefer said. "She's worried about you."

Now *that* is service.

## ASO



### Getting Tanked

In what is likely a first for the FAA, an agency employee recently celebrated his retirement by getting tanked. That is to say, he donned an oxygen tank and held a retirement party underwater.

Gary Perkins, the outgoing assistant manager at the Miami International Field Office (IFO), held the ceremony in the Florida Keys at the Pennekamp Underwater State Park. He recently retired after 33 years of service, the last nine at the IFO. Joining him during this fishy event were some IFO co-workers and a school of yellowtail snapper.

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## People

### DeHart Hangs up His Spurs

Clyde DeHart, Jr., retired Dec. 31 as administrator of the FAA's Southwest Region. Ruth Leverenz, assistant administrator for Region/Center Operations, is acting until a successor is named.

In the 30 years he served the agency, DeHart was Flight Standards Division manager in the Western-Pacific Region, deputy director of the New England Region, and deputy administrator in the Southern Region.

He served 34 years with the federal government and military, and as chief pilot for several air taxi companies.

He was inducted into the Oklahoma Aviation Hall of Fame in 1998.



Clyde DeHart

### NAWIC Selects FAAer as President

Kathryn Oestricher, a civil engineer in the Southwest Region's NAS Implementation Center, has been elected president of Fort Worth Chapter #1 of the National Association



Kathryn Oestricher

of Women in Construction (NAWIC).

NAWIC promotes the advancement and employment of women in construction. It offers creative and educational programs for students from grade school through high school. NAWIC has more than 200 chapters and 6,000 members in the United States and Canada.

Oestricher is project engineer for the Southwest Region's fall protection program.

### Dealing with Challenges

FAAer Diane Earhart received the Individual Achievement of the Year award from the Gateway Area Chapter of the National Multiple Sclerosis Society.

Earhart, an air traffic controller at St. Louis Downtown-Parks Airport, was recognized as an individual living with MS who is making a difference in her community and in the lives of others with the disease.

She is a volunteer co-leader in the Gateway to Wellness program that instills confidence in participants and helps them cope with the challenges of living with MS. She also is part of a team that trains other program leaders nationally.



Diane Earhart

In 1998, Earhart received the Aviation Safety Counselor of the Year award from the St. Louis Flight Standards District Office.



Lederer is flanked by his wife, Sarah, and Dr. Assad Kolaite, president of the ICAO Council, upon receiving the Edward Warner Award.

### FAA Nominee Wins Award

A pioneer in aviation safety nominated by the FAA has received the 33rd Edward Warner Award from the International Civil Aviation Organization (ICAO).

Jerome Lederer was recognized for developing accident investigation procedures and regulatory standards that became a key part of the United States' contributions to ICAO worldwide safety standards.

Lederer also founded the Flight Safety Foundation, which promotes the sharing of safety information and has taken the lead in influencing airline safety practices and implementing worldwide accident prevention programs.

The FAA's Office of System Safety nominated Lederer for his efforts.

"Jerome Lederer is widely viewed as the godfather of aviation safety, and I am pleased that ICAO has chosen, by conferring this award upon him, to demonstrate international recognition and appreciation of his longstanding importance to aviation safety," said Chris Hart, assistant administrator for System Safety.





## Budget Cuts Bring Changes to *FAA Intercom*

Beginning with this edition, the *FAA Intercom* will be published on a monthly basis. Distribution will remain the same.

Cutbacks in the FAA budget caused the change in frequency. The *FAA Intercom* might return to a biweekly distribution at a later date if funding is restored.

Because there will be only 12 pages in which to cover the FAA every month, editorial decisions have been made to free up space in future editions. The "Around the FAA" section with news from each region and center will be discontinued. However, each future edition of the *FAA Intercom* will include at least one longer, feature story about an individual region or center, on a rotating basis. The "Back to Headquarters" section will appear from time to time, space permitting.

Since timeliness becomes less an issue with a monthly publication, readers might notice a shift toward longer, more in-depth stories over time.

The *FAA Intercom* will strive to meet readers' personal and professional concerns about the agency and support Administrator Jane Garvey's efforts to improve communication throughout the agency.

Readers are invited to cc:Mail or E-mail Editor Jim Tise at [Jim.Tise@faa.gov](mailto:Jim.Tise@faa.gov) with comments or suggestions about the revised format.

Full-color editions of the *FAA Intercom* remain accessible on-line at [www.faa.gov/apa/intercomindex.htm](http://www.faa.gov/apa/intercomindex.htm).

## Around the FAA

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### ASW



#### Razorback Tower, TRACON Dedicated

The FAA's Southwest Region dedicated a new air traffic control tower and Terminal Radar Approach Control facility at Ft. Smith, Ark.

Construction of the tower began in July 1996 and was completed in August 1997. Installation of electronics equipment was completed in September. The cost of the new facilities was \$10.6 million.

The TRACON is one of only seven Dual ARTS II-9E facilities in the nation's air traffic control system. The 9,600-square-foot structure houses an observation cab nearly twice the size on the original tower.



Ft. Smith's new ATCT and TRACON cost \$10.6 million to construct.

### AWP



#### FAA Meets with Airport Customers

Western-Pacific Regional Administrator Bill Withycombe co-sponsored an interagency meeting with the Environmental Protection Agency to discuss a Los Angeles International Airport health-effects study. This meeting was a follow-up to an earlier town hall meeting in Inglewood, Calif.

Withycombe also held a meeting in San Diego, Calif., regarding Brown Field's master plan and environmental studies. He met with local officials and representatives of California Democratic Senators Diane Feinstein and Barbara Boxer.

### ACT



#### Airlines, Tech Center Cooperate on Data Link

The Airborne Data Link Systems group at the William J. Hughes Technical Center completed a formal evaluation of three cockpit designs for Controller Pilot Data Link Communications. This extensive effort combined air traffic control communications, three human interfaces for Data Link, and weather in a series of simulated flights between Dallas-Fort Worth and Miami.

The team also developed training tools, including a flight manual supplement and a computer-based training system. Crews from several airlines participated in the evaluation, which broadened the exposure of Data Link to airlines.



# 1999 Passes Quietly, Safely

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John Koskinen, who oversaw the federal government's Y2K effort, also was flying at the time. In a teleconference with Garvey and Slater, Koskinen congratulated FAA employees for ensuring that the air traffic control system "would work effectively and safely as it always has as we move into the new millennium."

The critical time change for the National Airspace System occurred at 7 p.m. EST.

Unlike most commercial and private clocks, air traffic control clocks around the world are set to Greenwich Mean Time. When the clock struck midnight in Greenwich, England, it was 7 p.m. on the east coast of the United States. At that point, 288 air traffic control systems under the direction of Robert Scarbrough, Y2K manager for the Office of Air Traffic Services, rolled over into the new year. Their smooth functioning ensured that no domestic or international flights were affected by the rollover.

By the time midnight hit the east coast, FAA employees at the Air Traffic Control System Command Center (ATCSCC)

in Herndon, Va., greeted the new year with a cheer. Others, perhaps, stifled yawns.

The smooth transition was the result of an unprecedented effort over the past two years by the FAA to ensure air safety. Some \$368 million and thousands of staff hours were spent analyzing and testing FAA computer systems, working with airlines, airports and international partners, and assuaging concerns of the public, media and Congress.

Representatives from those sectors rendezvoused at the ATCSCC, where Acting Deputy Administrator Monte Belger chaperoned the smooth transition and briefed 30 media representatives. Mary Powers-King, the agency's Y2K program director, assisted Belger.

The ATCSCC received steady streams of information from the regions and centers, where much of the vital work was done. Mark Bruno, the Y2K program manager for the Office of Financial Services, said the smooth transition was "a testament to the work people in the field did."

The Office of Civil Aviation Security had agents at 60 major U.S. airports checking access controls and screening

devices. Minor problems involving CTX screening devices at three U.S. and one international airport were reported and corrected quickly. None were Y2K-related.

The Office of Air Traffic Services mobilized 2,500 employees over and above the normal non-holiday staffing levels. There were 50 percent fewer outages over New



Photo: Ray Long

Garvey flashes a Y2K-wide smile after notifying Secretary Slater the air traffic control system was running smoothly. Sitting with Garvey is Deputy Assistant Administrator for Public Affairs Drucie Andersen.

Year's Eve than normally reported and none affected safety, including the outage in Port Charles, La., caused when a taxi cab hit a light pole.

The Office of Regulation and Certification had more than 300 people working over the weekend, most of whom were inspectors who performed an intense, broad-range surveillance of the 10 major carriers and other airlines. Inspectors were based in the maintenance and operations centers of the 10 majors; flew on domestic and international flights to the Philippines, Brazil, Japan, Costa Rica and Europe; and performed ramp inspections of aircraft.

The FAA's work didn't end at midnight. The agency required airports to conduct operational readiness checks of safety-related airfield equipment and systems on or shortly after Jan. 1. The time that airport operators had to repair or replace certain emergency equipment was temporarily reduced to four hours from 48.

The Office of Regulation and Certification kept Y2K observation going after the major carriers began closing up shop. Tina Amereihn, the office's Y2K manager, worked through the weekend to make sure passengers flying home

Slater calmly awaits midnight at the ATCSCC in Herndon, Va. In the background is a weather map and countdown clock.



Photo: George Dabrowski



## A View from the Cockpit

after the holidays received full service from the agency.

Many agency employees who lost sleep working over New Year's — including Richard Boe, Y2K program manager for the Office of Research and Acquisitions — were back in the office on Monday morning to make sure that administrative systems involving payroll and personnel were operational in the new year.

One last Y2K hurdle — albeit a small one — remains. This year is a leap year, and the agency will work hard to make sure that Feb. 29 doesn't hold any unpleasant surprises for airline passengers. But that's a month away.

For the employees who worked over New Year's, some celebrated with cheers and toasts, but most celebrated with a good morning's sleep.

### A Thank-You from the Administrator

Jane Garvey thanked the thousands of FAA employees who participated in the Y2K effort, especially those who worked over New Year's. She specifically cited Ray Long and Mary Powers-King from the agency's Y2K program office for leading the effort.

"This achievement is another illustration of the professionalism of the FAA workforce," she said. "One year ago, even six months ago, a lot of people said this couldn't be done. But, as I watched this effort unfold and saw your dedication and commitment, I felt confident that once more the FAA would come through, like it always has."

Thank you again for this magnificent accomplishment. I am proud to be associated with you."

A recent survey of commercial airline pilots provided the FAA with valuable insight into its operations, the way it is perceived by an important customer, and ideas on where improvement is needed.

The National Partnership for Reinventing Government (NPR) surveyed 29 federal agencies, providing the first cross-agency measure of customer satisfaction with federal services.

Based on survey responses, each agency received an overall American Customer Satisfaction Index (ACSI) score that relates customer satisfaction to expectations, evaluations of quality, and value. The national average ACSI score is 72. Scores approaching 80 are considered very high.

The FAA chose U.S. commercial pilots as the customer segment to measure satisfaction. A random sample of 260 commercial pilots was asked about air traffic control staff and services, pilot certification processes, and the clarity of regulations and how they contribute to aviation safety.

The survey revealed that when it comes to FAA professionalism and ensuring the safety of air traffic, commercial pilots have a high degree of satisfaction. In this area, the FAA received a score of 81.

The agency's certification process

received a moderately good rating of 74, reflecting the competency and accuracy of flight checks given pilots by FAA inspectors.

The area needing the most improvement is clarity of FAA rules and regulations. The FAA scored 58 in this category.

The clarity issue prompted the Office of Regulation and Certification to accelerate its plan to make plain language part of their communication process. It has developed models for the way regulations, airworthiness directives and advisory circulars should be written to communicate clearly with FAA customers.

Administrator Jane Garvey supports the effort. "We're going to make plain language part of the culture of FAA. We're going to work with all the communities we regulate to identify their communication priorities and concerns."

The survey is part of the NPR's goal to improve customer service and make government more customer friendly. A second survey will follow this year.

For more information on the survey results, check out FAA Web site at [www.faa.gov/language](http://www.faa.gov/language).





# Back to Headquarters

## Blood Screening Scheduled

The Health Awareness Program is sponsoring a blood chemistry screening on Jan. 12 from 8 a.m. – 11 a.m. in the clinic, Room 328-329.

The program components and their corresponding fees per individual include:

Cholesterol/ Lipid Profile	\$29
Full Blood Chemistry	\$35
Full Blood Chemistry/ Complete Blood Count	\$39
Prostate Specific Antigen	\$38
Blood Group and Type	\$15

The first three procedures require a minimum of 10 hours' fasting. A detailed instruction sheet regarding all blood tests and their components, as well as a sign-up sheet, are available in the clinic. Payment may be made in the form of cash, personal check, MasterCard or VISA.

For more information, contact Peggy Terry at x73405.

## Putt Putt Golf

The Office of Information Services is sponsoring a putting contest to benefit the Combined Federal Campaign.

The competition will be held Jan. 27 at 11:30 a.m. in the FAA auditorium. The cost for each team entry will be \$40. Each team may have up to three members, and will be allowed five putts. The team making the most putts wins. A tie-breaking putt will be conducted for all teams that qualify. Each player may use his/her own putter, or one will be provided.

The first-place prize is one 18-hole greens fee for each team player at a local country club. Each member of the second-place team receives a sleeve of golf balls.

Admission for spectators is \$1.

Register through Jan. 25 by cc:Mailing Mia Jones. Provide the name of the team members, telephone number for each, and whether a putter will be needed. For more information, call Tom O'Keefe at x34629, or Ellen Cook at x79982.

## New Times to Pick up

### Transit Benefits/Parking Permits

The schedule for issuing transit benefits and parking permits to Headquarters employees has been expanded. They will be available the first five days of every month, and every Wednesday and Thursday of the month.

In addition, transit benefits and permits for employees who park in the Headquarters building will be available only in Room 531 of FAA Headquarters. Employees who park in the Nassif and the Coast Guard Headquarters buildings must pick up their parking permits at those buildings according to TASC's schedule (call x60064 for schedule). The change will not require current participants in the transit benefits or parking permit programs to submit new applications. However, employees who wish to join the transit benefit program must complete an application signed by the fund administrator and submit it to the Customer Service Center in Room 113.

Following is a list of days on which transit benefits and parking permits will be available for the remainder of the fiscal year. Office hours will be from 8:30 a.m. - 3:30 p.m. the first three days of the month, and from 10:30 a.m. to 1:30 p.m. on all other days.

January 12, 13, 19, 20, 26, 27

February 1, 2, 3, 4, 7, 9, 10, 16, 17, 23, 24

Mar. 1, 2, 3, 6, 7, 8, 9, 15, 16, 22, 23, 29, 30

April 3, 4, 5, 6, 7, 12, 13, 19, 20, 26, 27

May 1, 2, 3, 4, 5, 10, 11, 17, 18, 24, 25, 31

June 1, 2, 5, 6, 7, 8, 14, 15, 21, 22, 28, 29

July 3, 5, 6, 7, 10, 12, 13, 19, 20, 26, 27

Aug. 1, 2, 3, 4, 7, 9, 10, 16, 17, 23, 24, 30, 31

Sept. 1, 5, 6, 7, 8, 13, 14, 20, 21, 27, 28

For more information, contact Tamika Daniels at x77048 or Stephen Zywasco at x77855 in the Facilities Management Office, which will take over benefits/permits distribution from TASC.

## Thanks from the Salvation Army

The Salvation Army thanks FAA Headquarters employees who participated in its Angel Tree gift program for needy kids.

Eighty-nine children from 29 families enjoyed a very special Christmas as a result of employees' generosity. The Salvation Army screens these families very carefully to ensure that only the neediest children are included in this program. Employees interested in participating in the program next year may contact Judy Leach at x79629.

# FAA Intercom

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